

**Fond du Lac County**  
**Department of Social Services**  
**2013 Annual Report**

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### 2013 Annual Report

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## *To The Honorable Fond du Lac County Board of Supervisors:*

It gives me great pleasure to present the Fond du Lac County Department of Social Services 2013 annual report. Fond du Lac County Department of Social Services respectfully provides innovative services to promote self-sufficiency and quality of life. Fond du Lac County has a 2012 census estimated population of 101,843. This annual report illustrates the number of people and families that were impacted by department services in 2013.

The following is a partial snapshot of 2013 highlights:

- Collaboratively developed a Memorandum of Understanding with the District Attorney's Office, City of Fond du Lac Police Department, Fond du Lac School District and the Fond du Lac County Public Health Department in order to protect drug endangered children.
- Collaboratively worked with the Sheriff's Department, Department of Community Programs, Lutheran Social Services, and the Fond du Lac Public Schools to expand Promoting Alternatives to Corrections Through Education (PACE) Program to youth from other counties.
- Collaboratively worked with Ozaukee, Washington, Waukesha, Walworth (Moraine Lakes) to lower call center wait times. The average speed of answer in December 2013 was 2.93 minutes, down from 8.95 minutes the end of 2012.
- Collaboratively worked with the District Attorney's office and the Circuit Court system to complete the highest number of TPRs (Termination of Parental Rights) in the last 10 years.
- Staff conducted two critical incident debriefings.
- Stepping On – An evidence based falls prevention class was expanded from 4 classes in 2012 to 5 classes.
- The agency successfully obtained a reunification grant and a youth employment grant.

I want to thank all of the staff (approximately 150) of this department for their hard work and dedication to our department's mission. I want to thank Deputy Director Richard Gedemer, the department supervisors, Tammy Pinno, Stacie Basler, Jill Triatik, Chris Schmitz, Patti Sabel, Sandy Tryon, Lauren Martin, Al Rolph, Kay Metty-Reinhard, Erika Winterfeldt, Sue Zuber, Rob Bauer, and Jamie Sigafus.

I want to thank County Executive Allen Buechel and Director of Administration Erin Gerred for their support and oversight of departmental operations. Last but not least, thank you to the Social Services Board: Chair Donald Skog, Vice Chair Paul Levandowski, Secretary Lisette Aldrich, Jay Myrechuck, and Gary Will for their ongoing interest, support and commitment.

Sincerely,

Patricia Lancour

Director

**Fond du Lac County**  
**County Executive**



**Allen Buechel**

**The Social Service Board**



Back Row: **Gary Will** and **Jay Myrechuck** Front Row: **Paul Levandowski**, **Lisette Aldrich** (Secretary), and **Donald Skog** (Chair).

## The Staff of the Department of Social Services



Director: **Patricia Lancour**



Deputy Director: **Richard Gedemer**



### Agency Mission:

**The Fond du Lac County Department of Social Services respectfully provides innovative services to promote self-sufficiency and quality of life.**

### Agency Beliefs:

- Safety is paramount
- Adults and elders belong in their homes
- Families need to direct their own services
- We provide services for every aspect of the client/participant
- Ensuring child safety and community protection
- Family-centered approach
- Family involvement
- Strength-based focus
- Teaming
- Belief in growth and potential
- Outcome oriented
- Permanence
- Diversity
- Promote self-sufficiency
- Maximize independence in least restrictive setting
- Community involvement
- Community integration
- Protect vulnerable citizens
- Promote sense of hope and positive outlook/long term view

## Department of Social Services Supervisory Teams



Back Row: **Stacie Basler**; (Accounting Manager Department of Social Services), **Jill Triatik**; (Business Office Manager) , **Tammy Pinno**; (Fiscal Director), Front Row: **Mike Boedeker**; (Accounting Manager Harbor Haven Health and Rehabilitation), and **Jim Lepinski**; (Accounting Manager Department of Community Programs).



Left to Right: **Chris Schmitz** and **Patti Sabel**; (Economic Support Supervisors).



Back Row: **Jamie Sigafus** (Juvenile Court Services Supervisor, **Lauren Martin** (Coordinated Family Support Program Supervisor), **Sandy Tryon** (Aging and Disability Resource Center Supervisor), **Erika Winterfeldt** (Access Unit Supervisor, Front Row: **Kay-Metty Reinhard**, (Access Unit Supervisor), **Sue Zuber** and **Rob Bauer** (Family Services Ongoing Supervisors). Absent when photo was taken: **Al Rolph**, (Training Unit Supervisor).

## 2013 Staff in the Spotlight

### Aging and Disability Resource Center (ADRC)



Back Row: **Laura Callahan, Jaclyn Jaeckels, Amy Lacasse, Becky Koon, Claudette DeGarmo, Cheryl Ketterhagen, and Heidi Page.** Front Row: **Mary Koplitz, Lindsay Medina (Intern), Linda Berg, Sandy Tryon (Aging and Disability Resource Center Supervisor), Lynnette Benedict, and Sue Ellen Miller**

The following statements come from the staff of the Aging and Disability Resource Center regarding their reflections on the importance of their work and its impact on the community:

I have been a social worker at the Department of Social Services for 34 years. Since 1998, I have worked with the ADRC, (Aging and Disability Resource Center) the last 15 years as the supervisor of the unit. I love working with this staff, my boss, consumers and the various service agencies in the county. We are known as the experts for services in the county. Our preventative services and the partnerships with agencies such as the fire department and the county nurses for falls prevention, the police for elder abuse and other projects make our community a safer place for all. I am blessed.

-Submitted by Sandy Tryon

I am proud to be a member of the ADRC because one of the goals of our unit is outreach education for the public. This education is accomplished through bulletin boards in our building, newspaper advertising, classes taught by staff, marketing, health fairs and talking with consumers. Creativity and the ability to help others is why I have worked for the Adult Unit, then ADRC for over 17 years.

-Submitted by Linda Berg

As a social worker with the ADRC, I am able to assist older adults, adults with disabilities and their loved ones in understanding and connecting to needed resources and services based on their unique situation. In some cases, these individuals may be facing a current challenge or crisis. We are able to not only provide information and assistance, but also advocacy to ensure they get the help they need.

-Submitted by Laura Callahan

I enjoy providing a family and its members' options for their loved ones. The ADRC is the one stop shop for services to start this process and hopefully guide those families in the right direction with a positive experience.

-Submitted by Cheryl Ketterhagen-

In my role at the ADRC I support individuals with developmental disabilities and their families through the complex maze of services they will need to access in order to achieve their goals and outcomes in life as adults. I especially enjoy guiding them through the transition process from children's services to the adult service system. It is an exciting time of life turning 18 and exploring all the opportunities that will be available to them as adults!

-Submitted by Becky Koon

As a long term care screener, I provide information to educate the consumer and family regarding services/options available to meet their long term needs. The Family Care process can be frustrating and overwhelming to families –they appreciate the options to call with questions until the enrollment is completed.

-Submitted by Mary Koplitz

I complete the functional screens for long term care program eligibility and help consumers through the often confusing process of enrollment. My favorite part of my job is meeting with elder and physically disabled adults, hearing their stories and helping them to access the information they need to make the decisions that best meet their own goals for receiving long term care.

-Submitted by Amy Lacasse

I enjoy helping people find options that help them deal with the struggles they face and the needs they have. Often people don't know where to turn to find the support and help they're looking for. The ADRC is that supportive starting point.

-Submitted by Sue Ellen Miller

I have always wanted to work in a field that allows me to be able to help people and be an advocate for them. Working in the ADRC has made this possible for me. In my position I am able to help people through the struggles they encounter as they age or struggle with a disability. I find it rewarding to be able to help people find the services and options that will help them to achieve their goals and remain independent.

-Submitted by Heidi Page

As the newest ADRC staff, I have found helping people connect with resources and maneuver through confusing systems is the most rewarding part of my job. People sometimes have to deal with things they never thought they would have to and are looking for a place to turn. The ADRC staff helps to guide them through.

-Submitted by Jaclyn Jaeckels

I am a Family Support Worker. I tell my friends I get to help people. I am especially interested in prevention programs; and I am a leader for Stepping On – Falls Prevention Program. I am also the enrollment consultant for Fond du Lac County for Family Care.

-Submitted by Claudette DeGarmo

As the Disability Benefit Specialist, my job is to assist individuals ages 18-59, with physical, developmental, AODA, and mental health disabilities through the complicated process of disability benefits applications. As an advocate, I work one-on-one with individuals to identify goals to overcome any barriers that hinder them from obtaining benefits. My job is very rewarding because I get to assist individuals through their hardships and see them become successful members in our community.

-Submitted by Lynette Benedict

## Access Unit

### Supervisors

Kay Metty-Reinhard  
Erika Winterfeldt

### Senior Social Workers

Sue Sielski  
Jenni White

### Social Workers

Tanya King  
Jessica Kohlman  
Amy Medina  
Cathi Rhinehart  
Amy Rodriguez  
Cristian Rubio  
Amy Rodriguez  
Brittany O'Donnell  
Karen Strobel

### Family Support Worker

Brittany Bloedorn

- Relative placement safety plan
- Foster care safety plan
- Receiving home safety plan
- Shelter Care safety plan

2012 census estimated county population	101,843		
2012 census estimated age 18 and under	22.3 % 22,711		
2012 census estimated age 5 and under	5.8% 5,907		
Services	2011	2012	2013
Intake Calls	1287	1462	1534
Assessments	563	492	524
Victim Sensitive Interviews*	24	24	36
Response Time	2011	2012	2013
Same Day	71	53	60
Within 24 to 48 Hours	178	135	128
Within 5 Business Days	314	304	336

\*These Interviews are conducted jointly with City Police, Sheriff, and District Attorney.

### How does this unit operate?

- A call is received and documented.
- The referral is screened in or out.
- If screened in, an assessment worker meets with:
  - Alleged maltreated child
  - Siblings
  - Alleged non-maltreating parent
  - Alleged maltreating parent
  - Collateral contacts
- If warranted, a protective and/or safety plan is developed.
- If needed, a referral is made to court and ongoing services.

### Services Provided:

- Child abuse and neglect intake
- Information, assistance and referral
- Intake screenings
- Child abuse and neglect initial assessment (formerly referred to as child abuse and neglect investigation)
- Child welfare assessment
- Emergency safety services
  - In-home protective plan

### 2013 Highlights:

- Collaboratively developed a memorandum of understanding with District Attorney's Office, City of Fond du Lac Police Department, Fond du Lac School District and Fond du Lac County Public Health Department in order to protect drug endangered children.
- Reorganized staff duties to enable additional social work face-to-face contact with children in the community who have been threatened with child maltreatment.
- Trained additional social workers to conduct victim sensitive interviews of children.
- Created a large child abuse and neglect awareness display at the Department of Social Services and the City County Government Center.

## The Aging and Disability Resource Center

### Board:



Left to right: **Paul Levandowski, Stan Brink, Lori Meyer, Lucy Tiry, and Donald Skog** . Absent when photo was taken: **Betty Blank**.

### Supervisor

Sandy Tryon

### Senior Social Workers

Linda Berg

Laura Callahan

Cheryl Ketterhagen

Becky Koon

Mary Koplitz

Amy Lacasse

### Social Workers

Sue Ellen Miller

Heidi Page

Jaclyn Jaeckels

### Family Support Workers

Claudette Auman

Lynnette Benedict

### How does this unit operate?

- A consumer calls or visits the ADRC office. The ADRC staff assesses the consumer's presenting issues and offers a home visit to meet with the individual and their family members. Assessments include review of the following:
  - Activities of daily living
  - Family supports and community resources
  - Financial resources
  - Safety concerns

### Services Provided:

- Information, assistance, and referral
- Long-term care options counseling
- Functional screen determination for the Family Care or IRIS (Include, Respect, I Self- Direct: (Wisconsin's Self-Directed Supports Program).
- Disability benefits assistance
- Transitional services to people with disabilities aging into adult services
- Prevention and early intervention services
  - Stepping On classes
  - Alzheimer's programs
  - Pharmacy- medication management
- Adult Protective Services (APS)
  - Adult and elder at risk investigations
  - Guardianships
  - Protective placements
  - Agency annual reviews
- Short term case management

2012 census estimated county population	101,843		
2010 census estimated age 65 and over	18.5% 20,748		
2035 population over aged 65	28.4% 33,058		
<b>Services</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Information and Assistance	4796	5665	6178
Functional Screens	356	328	320
IRIS Referrals	36	53	35
Disability Benefit	198	184	199
MDS-Q	49	23	67
Adult Protective Services Contacts*	287	328	447

\*contacts are the number of times that the ADRC staff provide a service to the consumer

### 2013 Highlights:

- Call center staffing patterns were changed. This enabled social workers to have first contact with callers and reduce the number of times a call went to voice mail.

## (Aging and Disability Resource Center Continued)

- Stepping On – An evidence based falls prevention class was expanded from 4 classes in 2012 to 5 classes. There were 4 more people trained and certified to teach this program. This was the first year that the ADRC had a waiting list for classes.
- Prevention efforts included monthly radio discussions. Topics included extreme heat, falls prevention, dementia care, caregiver conference, elder adults at risk.
- The ADRC collaborated with The Department of Community Programs, Fond du Lac Police Department, Fond du Lac Fire Department, Fond du Lac County Corporation Counsel, Manor Care, Lakeland Care District, and State Ombudsmen to form an emergency detention education committee.
- The ADRC collaborated and formed a subcommittee through the Fond du lac Falls Coalition which included All About Life, Rehab Arisces, Fond du Lac Fire Department, and Fond du Lac County Health Department. The project developed a system where the Fond du Lac Fire Department will refer falls victims to the ADRC for information and services.
- September was National Falls month. The ADRC hosted a community event which included balance checks by a physical therapist, medication management by local pharmacist, falls jeopardy and food.
- ADRC staff are participating in community event development at the Ripon Senior Center.
- The ADRC offered classes on dementia topics through the Southeast Regional Alzheimer's office.

## Business and Fiscal Units

### Fiscal Services Director

Tammy Pinno

### Accounting Managers

Stacie Basler DSS

Michael Boedeker HHHR

Jim Lepinski DCP

### Business Office Manager

Jill Triatik

### Senior Account Clerks

Lori Dalka

Shirley Ferch

### Program Assistant II

Karen Fannin

### Account Clerks

Anne Drew

Lorie Gregor

Shannon Kertscher

### Senior Clerk Typists

Cherrie Abraham Anne Luby

Denise Graydon Karen Piper

Donna Gross Nancy Sheil

Cheryl Kuslits

### Clerk Typists

Lisa Boris Michelle Paul

Rachael Johnston Pauline Peters

### Utility Clerk

John Gaskell

### How does this unit operate?

- Staff provides supportive and accounting services to the Department of Social Services, Department of Community Programs, and Harbor Haven Health and Rehabilitation.
- Staff responds to the needs of the public, the needs of the internal staff, and the needs of local, state, and federal governments.

### Services Provided:

- Accounting services
- Business operation services
- Budget preparation
- Representative (Rep) payee services
- Billing for outpatient and inpatient services
- Individual unit support
- County and State fiscal reporting
- Provider contract management
- Children in care trust fund accounting
- Receptionist duties
- Word processing and transcription
- Computer systems management and user support for these services
- Purchasing duties
- Service file records editing
- Mental Health and AODA intakes and appointments

Service	2012	2013
Authorizations	786	759
JDE Accounts Payable	1,596	2,922
CMHC Claims	18,239	19,103
JDE and CMHC Checks Printed	18,903	19,597
Rep Payee Checks Printed	12,184	11,852

### 2013 Highlights:

- Representative Payee Program audit was completed by the Social Security Administration without any findings.
- Implemented digital dictation devices and procedures.
- Implemented imaging of court orders into the eWiSACWIS State System.
- Implemented new billing procedure codes for inpatient and outpatient services.
- Assisted in the expansion of Promoting Alternatives to Corrections Through Education (PACE) Program to other counties.
- Implemented direct deposit for clients receiving social security and/or SSI with County Treasurers Department.
- Implemented electronic billing and use of 3<sup>rd</sup> party administrator for representative payee fees.

## Coordinated Family Services Unit

### Supervisor

Lauren Martin

### CFSP Staff

Devin Nealon, *Senior Social Worker*

Joanne Schneider, *Senior Social Worker*

Kristine Serwe, *Social Worker*

### In Home Therapists

Jeanne Hellman

Jennifer Kraus

### Transitional Living Facility Staff

Angela Dvorjac, *Family Support Worker*

Deanna Lehman, *Group Home Specialist*

### Galow and Shelter Care Senior Social Worker

Marsha Kitzman

### Galow Group Home Specialists

Colin Bingen

David Chorony

Haley Fellers

Stephanie Gau

Joanne Gurno

Sara Kasten

Val Parker

James Schaub

Rachel Williams

### Shelter Care Group Home Specialists

Allie Bovee

Annette Cunningham

Eric Darnick

Lauren Huber

Jonell Kollman

Cody Marschall

Lindsy Medina

Joanne Mielke

Sara Mietzel

Christian Mueller

Elizabeth Nelson

Courtney Steuer

Sara Stoinski

Nicole Talakowski

April Westphal

### How does this unit operate?

- Referrals are received from DSS service units, schools, county agencies, local service providers and families.
- Staffings are held to review the child/family needs, eligibility requirements and the availability of services.

- Participants determined eligible and accepted to a specific program are then provided strength-based, family directed, team developed services.

### Services Provided:

- Coordinated Family Services Program (CFSP)
  - Information, assistance and referral
  - Team based service plans
  - Parent training
  - Service development and coordination
  - Children's long term support
  - Community Options Program
  - Family support
  - Comprehensive community services
- Transitional Living (TLF)
  - Independent living services
  - Supports and life skills development
  - Mentoring
  - Cooking classes
  - Job application assistance
  - Mock interviewing
  - Job coaching
  - Health maintenance
  - Home maintenance
  - Help with housing search
  - College search
  - Boy's Group, Self-Discovery Group
  - Job Readiness Group, Girl's Group
  - Independent living classes
  - Financial literacy classes
  - Youth Advisory Council
  - Supervised family interactions.
- Galow Group Home
  - 24 hour long term supervised living with services.
- Shelter Care
  - 24 hour short term supervised living with services.
- Promoting Alternatives to Corrections through Education (PACE)
  - Intensive individual/family therapy

## (Coordinated Family Services Unit Continued)

- AODA therapy
- Psycho-social education
- Intensive in-home therapy

- Galow Group Home youth participated in a community garden program to learn gardening, the benefits of locally grown food and health and nutrition benefits while cooking with the produce.

Services	2011	2012	2013
Coordinated Family Service Clients	35	54	54
Transitional Living Clients	149	162	144
Intensive In Home – Families/Children	22/ 35	43/ 90	56/ 130
Galow – Days in Care	1731	1102	904
Shelter Care – Days in Care	625	858	764

## 2013 Highlights:

- CFSP staff became certified comprehensive community services facilitators and the program expanded to add this service as an option for families with children experiencing mental health challenges.
- Group home staff received National Alliance on Mental Illness (NAMI) training to better address the mental health needs of children residing at Galow or Shelter Care.
- Group home staff received updated fire safety training.
- The Promoting Alternatives to Corrections Through Education (PACE) Program expanded to serve youth from other counties.
- Expanded contracts with service providers to improve continuum of care for children in our community and expand ability to provide service within the community rather than placing children out of home.
- Successfully wrote and received a grant to provide employment training, job skill development and subsidized employment to 18 to 21 year olds aging out of foster care.
- Upgraded the Transitional Living Facility kitchen.

## Economic Support Units

### Portland

### Vincent

#### Supervisors

Chris Schmitz

Patti Sabel

#### Trainers

Barb Rivera

Theresa Schmitz

#### Lead Workers

Rebecca Gilgenbach

Deb Bohlman

#### Economic Support Specialists

Debra Abitz

Donna Boese

Molly Aird

Kris Bovee

Joann Bodden

Lance Canoe

Andrea Capps

Barb Fellers

Mary Engel

Deb Freund

Karen Fontaine

Trina Hansen

Debra Gohlke

Tracey Jordan

Mary Leege

Linda Kraus

Heather Merten

Mary Meyer

Deb Palkovich

Gena Miller

Sandra Thern

Jennifer Smet

Jean Ziegler

Mee Vang

Michelle Viissers

- Medical Assistance
- BadgerCare+
- Family Care
- Child Care
- Emergency Assistance

- Public Assistance Fraud Program
- Referrals to the Wisconsin Home Energy Assistance Program
- FoodShare Employment and Training Program

#### Moraine Lakes Statistics

	2012	2013
Calls Received	256,707	227,036
December Average Speed of Answer in Minutes 2012 Standard, 21 minutes 2013 Standard, 15 minutes	8.95	2.93
December Average Talk Time	5.78	6.76
Answer Rate	81.96%	95.03%
December Caseload	48,130	48,240
December Timely Applications 2012 Standard 90% 2013 Standard 95%	91.06%	97.14%

#### How does this unit operate?

- The counties of Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha form Moraine Lakes (ML) Consortium.
- A call or an access application is made to Moraine Lakes.
- The applicant is contacted and has the choice of a telephone interview or a face to face interview.
- Once the interview is completed, the client must provide verifications from work, assets, bank accounts, etc. When information is received, eligibility will be determined.
- After an individual is enrolled, he or she can use the call center or face-to-face appointments to make changes and to complete further reviews.

#### Year End Fond du Lac County Statistics

	2011	2012	2013
Fond du Lac Caseload	7053	8856	8931
Medical Assistance (MA) Only	1747	2383	2326
Nursing Home MA	329	316	314
Family Care MA	1013	894	837
FoodShare	739	1371	1570
Medical Assistance & FoodShare	2231	2537	2518
Child Care	363	359	310
Applications Pending	558	885	791
Food Share, Employment Training Program	29	12	10

#### Services Provided:

- Eligibility is determined for the following programs:
  - FoodShare

## (Economic Support Units Continued)

### 2013 Highlights:

- Moraine Lakes set the goal of lowering call center wait times. Staffing levels were adjusted and by the end of December the average speed of answer was 2.93 minutes.
- Moraine Lakes determined that the long term care clients were more effectively served locally than through the call center.
- Moraine Lakes began scheduling telephone interviews and document processing across county lines rather than in client's county of residence.
- Locally, creation of the walk-in resource desk adjacent to the Vincent and Portland Street entrances to assist walk-in economic support clients and/or direct clients as needed to the federal healthcare marketplace.
- Locally, implementation of the pod rotation system to prevent staff burnout. Pods teams rotate through varying economic support functions which include the call center, document processing, and intake/renewal.

## Juvenile Court Services Unit

### Supervisor

Jamie Sigafus

### Senior Social Workers

Carrie Ahrens

Brenda Casetta

Cindy Champeau

Roger Flatt

Kathy Gourdine

Cathi Pipping

### Juvenile Court Intake Workers

Diane Burton

Gale Lichman

### Social Workers

Shane Arndt

Carmen Forstrom

Jesse Smet

### Restitution Coordinator

Michele Mailand

### Family Support Worker

Jessica Schibline

### Social Service Specialist

Sharon Thern

### On Call Intake Worker

Jeanne Ihlenfeldt

### How does this unit operate?

- Referrals are received from law enforcement agencies, schools, child protective services and parents.
- Intake inquiries are conducted with the possible following outcomes:
  - Counsel and close
  - Deferred prosecution agreement/informal disposition agreement
  - Referral for formal court intervention and opened for social work services
- Services focus on a balanced approach to protect the community, hold youth accountable for their actions, and build

competencies in youth to be productive, responsible individuals. Services are typically court ordered.

### Services Provided:

- Juvenile Court Intake services
- Supervision
- Teen Court
- Restitution Program
- Youth community services
- GPS Electronic Monitoring
- Report Center
- Juvenile corrections/aftercare
- Groups Offered:
  - Thinking for a Change
  - Anger Management
  - BOYS Group/GIRLS Group
  - Bullying Awareness Group
  - Self-Discovery
  - Victim Empathy
  - Healthy Lifestyles

2012 census estimated county population	101,843		
2012 census estimated age 18 and under	22.3 % 22,711		
Services	2011	2012	2013
Intake Referrals:	547	450	536
• Delinquency	355	283	328
• CHIPS	146	114	147
• JIPS	46	53	61
Temporary Custody Authorizations:	216	188	205
• Secure	71	65	53
• Non-Secure	145	123	152
Restitution Project:	47	56	27
• Referrals			
• Victims Paid (thousands)	27.7	24.5	13.7
Youth Community Service Project:			
• Referrals	193	162	129
• Hours Worked	3273	3302	2671
Teen Court Cases	56	49	28
Formal Supervision Cases	225	199	197

## (Juvenile Court Services Unit Continued)

Fond du Lac Public Schools, have helped to serve youth locally and keep Lincoln Hills correctional placements low.

Monitoring:			
• GPS	61	58	68
• Alcohol	2	1	0
Corrections Youth Placed	1	0	1
PACE Youth Placed	2	1	6
72 Hour Holds auth.:			
• Shelter	*	37	25
• Secure	*	176	91

\*specific data not tracked in this year

## 2013 Highlights:

- Social workers were trained in the COMPAS (Correctional Offender Management Profiling for Alternative Sanctions) Risk Assessment Tool. This tool will be used beginning in 2014.
- The responsibilities of two social work positions were combined to oversee youth that are on both delinquency and child in need of protection and services court orders.
- Staff attended several bullying trainings to learn how to manage youth who bully, how to work with victims of bullying and how to intervene when bullying situations occur.
- Staff developed a youth “Bullying Awareness” group.
- Staff expanded psycho-educational group offerings to include additional sessions of Thinking for a Change and Anger Management.
- Staff continued providing Promoting Alternatives to Corrections through Education (PACE) in the juvenile detention center. This collaborative program with the Sheriff’s Department, Department of Community Programs, Lutheran Social Services, and the

## Ongoing Service Units

B-Hallway	C-Hallway
<b>Supervisors</b>	
Rob Bauer	Sue Zuber
<b>Senior Social Workers</b>	
Tanya Abbott	Sue Andrews
Sheila Soyk	Betty Hellpap
Chris Yankton	Amy Sigafus
	Becky Stern
	Lisa Winkler
<b>Social Workers</b>	
Briana Laven	Ashley Lackas
Karen Martin	Katie Meier
Abel Miller	Amanda Preder
Joni Voss-Hayibor	
<b>Family Support Specialists</b>	
Jennifer Newhouse	Rebecca Jones
	Jamie Lemke

### How does this unit operate?

- The Access Unit completes an assessment and determines a child to be unsafe and in need of services.
- The family is referred to court and to the ongoing service unit.
- The ongoing worker completes a family assessment, a service plan, a safety plan and a court report.

### Services Provided:

- Court Interventions
  - Informal Dispositional Agreement
  - Formal CHIPS (Child in Need of Protection or Services) dispositional order
  - Termination of parental rights
- Licensing Services
  - Respite providers
  - Relative providers
  - Foster homes
- Placement Services
  - Relative
  - Foster care
  - Treatment foster homes
  - Group homes

- Residential care centers
- Service Coordination
  - Intensive in-home family therapy
  - Respite care services
  - Courtesy supervision
  - Interstate Compact for placement of children
  - Case management services
  - Safety services
  - In-Home parent training
  - Community services

Services	2011	2012	2013
Open Cases*	139	145	133
Children in Foster Care*	94	98	96
Children in Treatment Foster Care*	7	9	9
Days in non-County Group Homes@	737	401	468
Days in Residential Treatment@	4822	3779	3381
Calls of interest for Foster Care Licensure@	51	75	50
Newly Licensed and Trained Foster Homes@	26	26	19

\*Monthly Average @Annual Total

Annual Case Closures:	2011	2012	2013
Reunification with Parent (s)	#	#	15
Termination of Parental Rights Completed	16	23	33
Transfer of Legal Guardianship	#	#	10

#Not tracked these years

### 2013 Highlights:

- Successfully wrote and received a grant to provide intensive reunification services to families for one year after being reunited. Grant starts in 2014.
- Completed the highest number of TPRs in the last 10 years.

## Training Unit

<b>Supervisor</b>
Al Rolph
<b>Senior Social Workers</b>
Alivia Andreev
Molly Frey
Nancy Kartos
<b>Social Workers</b>
Baily Palecek
<b>Volunteer Services Coordinator</b>
Deb Schneider
<b>Family Support Workers</b>
Dora Brooks
Alfredo Medina
Sue Peckham

### How does this unit operate?

- The Training and Resource Services Unit receives referrals from any DSS social work unit.
- Referrals are screened and assigned to the appropriate service.

### Services Provided:

- Internal training services
- Outside training services
- Bicultural/Bilingual services
- In- home parent training
- Voluntary case management services
- Programs
  - Strengthening Families
  - Discipline with Love and Logic
  - The Nurturing Program
  - Parent to Parent
  - Celebrate Families
- Volunteer Services
  - Special transportation
  - Mentor Program
  - Friendly Visitor Program
  - Food Pantry
  - Juvenile detention educational volunteers

Services	2011	2012	2013
<b>Family Visitation</b>			
• Families	127	129	167
• Children	282	319	344
<b>Interpreter Services</b>			
• Clients	141	44	49
• Hours	151.5 hours	28.8 hours	36.9 hours
<b>Volunteer Hours</b>	3366	2733	2157
<b>Volunteer</b>			
• Clients	2601	2288	2266
• Transports	747	530	402
<b>Volunteer Mileage</b>	25,318	15,263	15,381
<b>Total DSS Fleet Mileage Managed</b>	152350	164554	175223

### 2013 Highlights:

- Two social workers began conducting parenting assessments.
- Two sessions of Love and Logic were conducted.
- The unit supervisor and a unit social worker provided training on a basic parenting model for specific agency staff so that the staff member can coach and mentor parents during supervised visitation times.
- Unit social workers began conducting child welfare assessments.
- The unit supervisor and a social worker conducted two critical incident debriefings.